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Forwarded to C/EA Division on
7/30, fyi.

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24 July 1985

MEMORANDUM FOR: Director of Training and Education

STAT FROM:

[redacted]
Chief, Administrative Systems Branch/MATD/OTE.

SUBJECT: Training for EA Field Secretarial Employees

STAT 1. On 19 March 1985, Chief/EA Personnel asked C/ASB/MATD to design a training program for 40 of its GS-07 to GS-09 Secretaries, Intelligence Operations Research Assistants and Operations Support Assistants in the field. Because these people rarely have the opportunity to get much training while back at Headquarters between assignments, EA wanted the program to be similar to what was offered Headquarters personnel. The

2. On 12 June 1985, we submitted a proposed three-and-a-half day program. On 25 June 1985, Chief/EA Personnel notified us by phone that Chief/EA Division had approved the program.

3. What we have designed for EA Division is a comprehensive program which covers the best of what we currently offer our Headquarters Administrative Support Personnel. It includes segments from seven of our most requested courses -- Management Skills for Secretaries and Administrative Assistants, Employee Development Course, Supervisory Skills for Secretaries, Stress and Time Management, Assertiveness, and Career Development. Following is a description of the training:

-- Much of the first morning will include a welcome and administrative briefing from EA; expectations for the course, class introductions and program overview; and an organizational update on what is being done for Headquarters personnel.

-- From there we move into Personal Awareness and discuss the Myers Briggs Type Indicator, Types and Temperaments in EDC, and Values and Behavior, and Stress Management.

SUBJECT: Training for EA Field Secretarial Employees

-- The entire second day will deal with Interpersonal Relations and the Working Environment. In the morning we will continue Stress Management and introduce Time and Change Management. In the afternoon we will look at the dynamics of the group process. That evening will be turned over to the Station for "EA Career Development and Personnel Questions and Answers Sessions."

-- All of the third day will be spent on Communications Skills and Leadership Skills. In the morning we will introduce Styles of Leadership. In the afternoon we will provide assertiveness training.

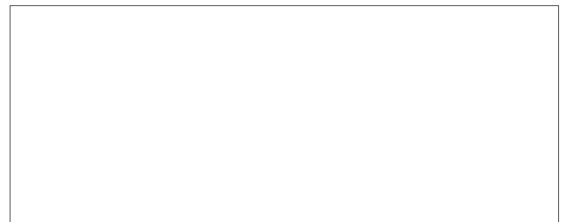
-- The final morning is intended to give the participants the opportunity to review and apply the material presented earlier in the week. They will be given information toward setting realistic goals.

STAT



5. Attached is the schedule which provides more detail. Also attached is a copy of the confirmation from EA Division.

STAT



Attachment:
As stated

S E C R E T

16 JUL 1985

MEMORANDUM FOR: Chief, Administrative Systems Branch,
Management and Administrative Training
Division, OT&E

25X1 FROM:

SUBJECT: Training Program for EA Field Secretarial
Employees

1. We are pleased to accept the Training Program Course outline as submitted to us. It is an excellent program and encompasses the various elements that we wish to present to our secretarial employees serving in the foreign field. We have received enthusiastic comments from everyone who has seen the outline or with whom we have discussed the program.

2. We have entitled the course "Administrative Personnel Professional Development Program" since it will be presented not only to Secretaries but also to Intelligence Operations Research Assistants (IORA) and Operations Support Assistants (OSA). We have made two minor adjustments to the program as submitted. On the first morning, we would like to begin at 0830 hours and have the first half-hour as "EA Welcome and Administrative Briefing." On the second day, we would like to add an evening session beginning at 1930 hours "EA Career Development and Personnel Question and Answer Session." Several representatives from EA will be present for this and the OT&E instructors will not need to attend, although they would certainly be welcome.

S E C R E T

SUBJECT: Program for EA Field Secretarial Employees

4. We appreciate your quick response to our request to establish this course and the thought and work that went into developing the program based on our rather vague guidelines. We hope that this will be the first of several such ventures and believe it creates new opportunities for OT&E and for offices having personnel assigned outside of the headquarters area.

25X1



S E C R E T

EA FIELD TRAINING COURSE

Tuesday, 22 October 1985

STAT	830	<u>INTRODUCTION/ORIENTATION/OVERVIEW</u>	<i>Welcome by EA personnel</i> <div data-bbox="1101 667 1591 1318" style="border: 1px solid black; height: 310px; width: 100%;"></div>
	0900-0915	Welcome	
	0915-1000	Expectations/Introductions	
	1000-1015	Program Overview	
	1015-1100	Organizational Update	
		<u>PERSONAL AWARENESS</u>	
	1100-1230	*MBTI (Overview/Instrument)	
		<p>This session will take a general look at the theory behind the Myers-Briggs Type Indicator. Individuals will be given a description of their "type." The emphasis for feedback will be on recognizing the assets and liabilities of "type" regarding interpersonal communications.</p>	
	1230-1330	Lunch	
STAT	1330-1400	Types and Temperaments -- Lecturette	<div data-bbox="1136 1675 1513 1747" style="border: 1px solid black; height: 34px; width: 100%;"></div>
		<p>The speaker will discuss people in terms of the four "temperaments." Presentation focus will be on interpersonal communication from the standpoint of identifying and considering other people's temperaments as well as one's own in order to deal with others more effectively.</p>	

Tuesday, 22 October 1985, (continued)

STAT 1400-1500 Values and Behavior Profile

Belief and value systems can be primary motivators in terms of our perceptions and reactions to our environment. An awareness and understanding of where we (and others) are coming from can make a considerable difference in our interpersonal communication and relations. This portion of the program will include lecture, exercises, and a values analysis.

1500-1645 Human Resource Development I
(Stress Management)

This segment deals with the situations that cause stress at the workplace, an analysis of various techniques to handle stress, and examples of positive stress management. Included, by means of lecturettes, discussion and exercises, is an overview of what stress is and how it is manifested.

Wednesday, 23 October 1985 INTERPERSONAL RELATIONS: WORKING ENVIRONMENT

0900-1615 Human Resource Development II
(Continuation of Stress Management.
Introduction of Time Management
and Change Management.)

This session will take a look at how stress is related to time and change management. Presentations will also be made reviewing techniques for effectively planning and controlling time as well as mechanisms to deal more positively with change. This segment will include discussions and exercises.

STAT 0900-1045 Time Management

1045-1200 Change Management

Wednesday, 23 October 1985, (continued)

1200-1300 Lunch

1300-1615 Dynamics of the Group Process

Group process involves the utilization of resources, both human and material. Effective interpersonal interaction is an integral part of the group process. People, working together, can produce results beyond individual input. This segment is designed to demonstrate the dynamics of the group process.

1300-1330 Introduction to Group Dynamics Staff

1330-1400 Video -- Abilene Paradox

1400-1500 Group Experience Staff
(four groups)

Survival at Sea exercise

1500-1520 Sharing of Individual and Team Behaviors Staff

1520-1540 Lecturette Staff
Sharing of Group Roles/
Functions

1540-1600 Application to Reality-- Staff
Work Situation

STAT

Thursday, 24 October 1985 INTERPERSONAL RELATIONS: COMMUNICATION
SKILLS/LEADERSHIP SKILLS

0900-1200 Employee Supervisory Relations (4 groups)

STAT

0900-1030 Styles of Leadership

Feedback
Conflict Resolution
Problem Solving

Video -- "Resolving Conflicts"

Thursday, 24 October 1985, (continued)

1430-1630	Verbal Communication/Assertiveness Training	
1430-1445	Introduction	Staff
1445-1515	Lecturette on the differences among assertiveness, nonassertiveness, and aggressiveness.	Staff
1515-1545	Video -- "When I Say No I Feel Guilty"	
1545-1600	Discussion/Exercises	Staff

Friday, 25 October 1985 PERSONAL/PROFESSIONAL DEVELOPMENT

0900-1230 This portion of the program is intended to provide an opportunity for participants to review and apply the material presented in the course. Individuals will be given information and motivation toward establishing realistic goals for their lives as well as an opportunity to begin practicing holistic goal setting.

0900-1000	Goal Setting/Professional Development
1000-1030	Imaging
1030-1100	Networking/Mentoring
1100-1200	Oral Presentations
1200-1230	Wrap up/Evaluation

STAT